



What court department(s) did you visit today? Check ☒ all that apply.

☐ District ☐ Housing ☐ Juvenile ☐ Land ☐ Probate & Family ☐ Superior

Massachusetts Trial Court: Access and Fairness Survey

Circle the number that applies



Section I: Access To The Court

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. Finding the courthouse was easy.	1	2	3	4	5	n/a
2. I felt safe in the courthouse.	1	2	3	4	5	n/a
3. The court makes reasonable efforts to remove physical and language barriers.	1	2	3	4	5	n/a
4. I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
5. Court staff was attentive.	1	2	3	4	5	n/a
6. I was treated with courtesy and respect.	1	2	3	4	5	n/a
7. The forms I needed were clear and easy to understand.	1	2	3	4	5	n/a
8. I was able to complete my court business in a reasonable amount of time.	1	2	3	4	5	n/a
9. The court's hours of operation were reasonable.	1	2	3	4	5	n/a
10. The court's Website was useful.	1	2	3	4	5	n/a
11. My overall experience at the courthouse today was satisfactory.	1	2	3	4	5	n/a

If you appeared before a judge/magistrate/clerk today, please complete questions 12-16.



Section II: Fairness

12. The judge/magistrate/clerk listened to my side of the story before making a decision.	1	2	3	4	5	n/a
13. The judge/magistrate/clerk had the information necessary to make a decision.	1	2	3	4	5	n/a
14. I was treated with the same courtesy and respect as everyone else.	1	2	3	4	5	n/a
15. In my opinion, my case was handled fairly.	1	2	3	4	5	n/a
16. As I leave the court, I know what to do next about my case.	1	2	3	4	5	n/a



Section III: Background Information

Why were you at court today? (Check ☒ all that apply.)

<input type="checkbox"/> Search court records/obtain documents	<input type="checkbox"/> Party to a legal matter (e.g., plaintiff/defendant)	<input type="checkbox"/> Law enforcement/interpreter/social service staff
<input type="checkbox"/> File papers	<input type="checkbox"/> Attorney	<input type="checkbox"/> Restraining order
<input type="checkbox"/> Make a payment	<input type="checkbox"/> Jury duty	<input type="checkbox"/> Get information
<input type="checkbox"/> Bail (post or return)	<input type="checkbox"/> Attend hearing or trial	<input type="checkbox"/> Other _____
<input type="checkbox"/> Meet with probation officer	<input type="checkbox"/> Appear as witness	

What type of case brought you to the courthouse today? (Check ☒ all that apply.)

<input type="checkbox"/> Traffic	<input type="checkbox"/> Divorce	<input type="checkbox"/> Juvenile—care & protection, custody
<input type="checkbox"/> Civil matter	<input type="checkbox"/> Paternity	<input type="checkbox"/> Juvenile—delinquency, youthful offender, CHINS
<input type="checkbox"/> Small claims	<input type="checkbox"/> Child or spousal support	
<input type="checkbox"/> Criminal matter	<input type="checkbox"/> Landlord/tenant, eviction	<input type="checkbox"/> Land
<input type="checkbox"/> Probation matter	<input type="checkbox"/> Estate/will	<input type="checkbox"/> Other _____
<input type="checkbox"/> Restraining order	<input type="checkbox"/> Guardianship	

How often are you typically in this courthouse? (Choose the closest estimate.)

☐ First time in this courthouse ☐ Once a year or less ☐ Several times a year ☐ Regularly

How do you identify yourself?

<input type="checkbox"/> Asian	<input type="checkbox"/> White	<input type="checkbox"/> Mixed race
<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> American Indian, Alaska native	<input type="checkbox"/> Other _____
<input type="checkbox"/> Black or African-American	<input type="checkbox"/> Native Hawaiian, Pacific Islander	

What is your gender?

☐ Male ☐ Female

Comments:

Thank you for your consideration!

